

**Washington State
Department of Social and Health Services
Economic Services Administration**

Division of Child Care and Early Learning

**Methods and Practices (MAP)
For the Licensing of Child Care Centers
Manual Improvement Project**

Project Charter

Version 1.1

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Communication Plan

This project charter will be reviewed and approved by the DCCEL Extended Management Team. Following review and approval, it will be provided to licensing supervisors for their review.

When finalized, the project charter will be posted on both the Intranet and Internet, to allow both internal and external customers the opportunity to be informed of the progress of the project.

**Methods and Practices (MAP)
For the Licensing of Child Care Centers
Manual Improvement Project
Project Charter
8/20/04**

Project Statement

Write an up-to-date, comprehensive Methods and Practice (MAP) licensing manual for child care centers by January 1, 2005.

Business Drivers

The current MAP is published on the DCCEL Intranet and Internet sites. The MAP was re-written in June 2001, with one chapter having been updated in late 2003. Licensing field staff have asked for a more comprehensive, useful manual to assist them in their licensing tasks.

The MAP should reflect current rules (Washington Administrative Code or WAC), policies and procedures. It should also provide an appropriate level of procedural instruction to aid DCCEL staff in their daily work as child care licensors. The MAP should also contain references and links to resources licensors need to reference in their daily work, such as the WAC, RCW and policy clarifications.

Licensing consistency that is in line with established rules, policies and practice is necessary in order to allow for fair, consistent treatment of all applicants and licensees. A more clear, detailed MAP will take the division in that direction.

In addition, licensed providers have requested the division be more transparent in how we do business. Providers want to know what actions they can expect licensors to take in response to specific situations. By writing the manual in a style that is based on the licensing rules and is clear and detailed, the division will go a long way toward meeting the needs and interests of licensed child care providers.

Goals:

- ❖ Design and publish a rule-based, up to date and clear licensing manual for child care centers by January 1, 2005.
- ❖ Develop links within the MAP to other electronic resources (such as the clarification database) to support licensors and health specialists as they conduct their daily work responsibilities.

Scope

This project will provide a tool for task management, subject to ongoing review and adjustment. The primary constraint on this project is the availability of staff resources to quickly update, draft, edit and publish manual materials. This project will be used as a model for future projects as field staff become more involved in workgroups in collaboration with headquarters.

Proposed Schedule

Milestone	Target Date
Project Start Date	5/17/04
'Licensing' Section Post for comment	8/19/04
'Staffing' Section Post for comment	9/9/04
'Program' Section Post for comment	10/4/04
'Health & Nutrition' Section Post for comment	10/21/04
'Care of Young Children' Section Post for comment	11/4/04
'Safety & Environment' Section Post for comment	11/19/04
'Agency Practices' Section Post for comment	12/7/04
'Records, Reporting & Posting' Section Post for comment	12/21/04
Finalize document and post on Intra- and Internet	12/31/04

Team Composition
Roles and Responsibilities

Title	Name	Responsibilities
Executive Sponsor	Carla Gira	<ul style="list-style-type: none"> ❖ Communicate project status and issues to Executive Management. ❖ Review and monitor project deliverables for policy content.
Project Manager	Joel Roalkvam	<ul style="list-style-type: none"> ❖ Organize and incorporate information pertinent to the work functions of licensors and health specialists. ❖ Facilitate staff workgroups that review and provide feedback regarding manual content. ❖ Revise the document as needed, and finalize.
Project Advisors	Judy Matthias Linda Kalinowski Karri Livingston	<ul style="list-style-type: none"> ❖ Review the deliverables and provide feedback and guidance for accuracy.
DCCEL Center Licensors	All staff, on a rotating basis	<ul style="list-style-type: none"> ❖ All center licensors will have an opportunity to be involved in the review of one section of the manual, to provide feedback and suggestions for improvement.
Communications Manager	Bret Jensen	<ul style="list-style-type: none"> ❖ Communicate to field staff and external stakeholders the progress of the project.

Performance Measures / Outcomes

- ❖ An up-to-date MAP posted by 1/1/05.
- ❖ Licensing practices are transparent and available for review by all licensed providers.